

VACANCY ANNOUNCEMENT

VA Palo Alto Health Care System

THE DEPARTMENT OF VETERANS AFFAIRS IS AN EQUAL OPPORTUNITY EMPLOYER

All applicants receive consideration without regard to race, religion, color, national origin, non-disqualifying mental or physical disability, age (with authorized exceptions), sex, political affiliation, or any other non-merit factor.

Vacancy Annc No. 05-236(AG)		Opening Date 9/30/2005		Closing Date 10/14/2005		U.S. Citizenship Required <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (See notes below)	
# Posns 1	Position Title Supervisory Medical Support Assistant			PD Number 02399-A		Pay Plan, Series, Grade GS-679-8	
Service Nursing Ambulatory Care/San Jose Clinic				Promotion Potential None		Salary Range \$42,786 - \$55,617 per annum	
Duty Station San Jose, CA				Tour of Duty 8am-4:30pm, Monday-Friday			
Work Schedule <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Intermittent <input type="checkbox"/> Part-time @ _____ hrs/wk			Subject to Bargaining Unit <input type="checkbox"/> Yes-Minimum posting: 15 work days <input checked="" type="checkbox"/> No-Minimum posting: 10 calendar days			Subject to Supervisory Probationary Period <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes (First-time supervisors subject to 1 year)	
<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary NTE <input type="checkbox"/> Term NTE _____			Subject to Drug Testing <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (See notes below)			Physical or Medical Examination Required <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (See notes below)	
Travel and/or relocation expenses <input type="checkbox"/> are authorized <input checked="" type="checkbox"/> are not authorized		Applicants currently serving under recruitment or relocation bonus service obligation must notify this office of the conditions of their agreement.					
		Relocation bonus <input type="checkbox"/> is authorized <input checked="" type="checkbox"/> is not authorized		Recruitment bonus <input type="checkbox"/> is authorized <input checked="" type="checkbox"/> is not authorized			
Area of Consideration - For information on application procedures, see section on 'HOW TO APPLY' <input checked="" type="checkbox"/> Current PERMANENT employees of the VA Palo Alto Health Care System. <input checked="" type="checkbox"/> Current VA employees eligible for transfer. <input checked="" type="checkbox"/> Veterans eligible for appointment under the Veterans Recruitment Appointment (VRA). <input checked="" type="checkbox"/> Veterans eligible for appointment under the Veterans Employment Opportunities Act (VEOA). <input checked="" type="checkbox"/> 30% or more Service-Connected Compensably Disabled Veterans. <input checked="" type="checkbox"/> Schedule A (handicapped) eligibles. <input checked="" type="checkbox"/> STATUS applicants eligible for transfer or reinstatement. <input type="checkbox"/> PUBLIC - All other interested candidates not meeting any of the above categories.							
Point of Contact - Inquiries should be directed to the following individual at (650) 858-3951. Akiko Giordono, Human Resources Specialist							
REASONABLE ACCOMMODATION This office provides reasonable accommodations to applicants with disabilities. If you need reasonable accommodation for any part of the application and hiring process, please notify this office. The decision on granting reasonable accommodation will be on a case-by-case basis.							
THE DEPARTMENT OF VETERANS AFFAIRS SUPPORTS A DRUG-FREE ENVIRONMENT							

DUTIES: Responsible for the daily on-site management and supervision of all clerical support activities of the Nursing Ambulatory Care San Jose Clinic. He/she is required to provide coverage at other sites (Palo Alto, Menlo Park, San Jose, Monterey, Stockton, Modesto and Sonora) when needed. Duties include but are not limited to: ensures adequate staffing, efficiency and smooth workflow in all clinic areas; works closely with advanced access model; promotes assistance to nursing and clinical staff; administers effective training program for clerical staff; involves the staff in the decision-making process through Total Quality Improvement (TQI) principals; and actively solicits and incorporates staff suggestions in improving quality within the clinic. Assists and counsels subordinates in the performance of their duties; adjusts staffing to meet clinic needs. Interviews and recommends selection of staff; ensures all aspects of the outpatient clinic or medical administration program responsibilities are carried out completely and efficiently and all patients data is accurate and updated in a timely manner. Participates on interdisciplinary work groups and committees to incorporate service goals and needs into overall facility planning. The incumbent must possess a thorough knowledge of veteran's entitlement and benefit programs, eligibility and processing procedures. Represents the service and facility officials in contacts with veterans and their representatives, members of the public, and employees of other services/agencies. Prepares written correspondence in final format for review by the supervisor. Responsible for the management and application of the Decentralized Hospital Computer System (DHCP/VISTA), ADT, PCE and AMIE packages.

QUALIFICATION REQUIREMENTS:

Specialized Experience: Specialized experience is experience which has equipped the applicant with the particular knowledge, skills and abilities necessary to satisfactorily perform the duties described above.

GS-8: One (1) year of specialized experience equivalent to the GS-7 level in Federal service.

Supervisory Qualification: Applicants must have demonstrated in their work experience or training that they possess, or have the potential to develop, the qualities of successful supervision as listed below:

- Assign to and review work of subordinates, train and work effectively with subordinates from a variety of backgrounds and with different levels/areas of training.
- Plan and adjust work operations to meet changing or emergency program or production requirements within available resources and with minimum sacrifice of quantity or quality of work.
- Communicate with others effectively both orally and in writing in working out solutions to problems or questions relating to the work.
- Understand and further management goals as these affect day-to-day work operations.
- Develop improvements in or design new work methods and procedures.
- Objectivity and fairness in judging people on their ability, and situations on the facts and circumstances.
- Capacity to adjust to change, work pressures, or difficult situations without undue stress.
- Willingness to consider new ideas or divergent points of view.
- Capacity to "see the job through."

Time-In-Grade Requirement: Candidates for advancement to General Schedule positions in the competitive service must have completed a minimum of 52 weeks at the next lower grade (GS-7) commensurate with the line of progression for this position.

SUBSTITUTION OF EDUCATION FOR EXPERIENCE: None

VOLUNTEER EXPERIENCE: Appropriate credit will be given for voluntary participation in community, social service, and similar activities.

BASIS OF RATING: Your rating will be based on the quality of your experience as shown in your application and elements. Listed below are the knowledge, skills and abilities (**KSA's**) considered essential for successful performance in this position. These elements will be used to determine the highly qualified candidates to be referred to the selecting official. Provide, on a separate sheet of paper, a DETAILED description of your experience as related to the knowledge, skills and abilities listed below. Incomplete, vague, or contradictory information may affect your rating.

1. Ability to supervise subordinates while establishing a good working environment.
2. Knowledge of VA and DOD regulations, rules, procedures and practices associated with VA health care programs and veteran's entitlements and benefits program, in order to ensure clinical services are provided to eligible clients.
3. Knowledge of medical terminology and outpatient operations.
4. Ability to communicate effectively orally and in writing with people from a variety of backgrounds in a proactive customer-friendly manner.
5. Knowledge of and skill in using office automation systems/computer applications, principles and techniques.

SUPERVISORY PROBATIONARY PERIOD: First time supervisor will be subject to completion of 1-year probationary period for assignment to supervisory position.

ADDITIONAL NOTES:

NOTES: Funds Availability: The position being filled is subject to the availability of funds.

- ◇ Additional Vacancies: This announcement may be used to fill additional vacancies occurring within 90 days.
- ◇ U.S. Citizenship: If applicable, non-citizens may be appointed when no citizens are available in accordance with regulations issued by the Under Secretary for Health.
- ◇ Time-In-Grade Requirement: Candidates for advancement to General Schedule (GS) positions in the competitive service must have completed a minimum of 52 weeks at the next lower grade level (or equivalent) commensurate with the line of progression for this position.
- ◇ English Language Proficiency: If applicable, individuals appointed to direct patient care positions must be proficient in spoken and written English as required by Title 38, United States Code (38 U.S.C.).
- ◇ TB Skin Screen Test: All applicants selected for employment with the VAPAHCS will be required to meet TB screening requirements before being placed into this position.
- ◇ Physical / Medical Standards: If applicable, candidates will be required to pass a physical examination.

- ◇ **Drug Testing Position:** All applicants tentatively selected for VA employment in a testing designated position are subject to random drug screen (urinalysis) for illegal drug use prior to appointment. Applicants who refuse to be tested will be denied employment with the VA.
- ◇ **Direct Deposit /Electronic Funds Transfer:** It is a policy of the Department of Veterans Affairs to require new employees to receive Federal wage and salary payment through Direct Deposit/Electronic Funds Transfer. On the first day of duty, new employees must bring their Social Security Card/Number, photographic identification card, and information regarding their financial institution.

HOW TO APPLY:

Eligible Permanent Employees of VAPAHCS - Submit OF-612 (Optional Application for Federal Employment), Resume, or VA Form 5-4078, Application for Promotion or Reassignment, by the closing date of this announcement.

All others, submit:

1. **OF-612** - Optional Application for Federal Employment; or
RESUME - If a resume is submitted, you must include information requested in the flyer "Applying for a Federal Job," Optional Application for Federal Employment form (OF-612), and the information requested in this announcement.
2. **OF-306** - Declaration of Federal Employment. You must complete this form to determine your acceptability for Federal employment.
3. **DD-214** - Military Discharge Paper indicating the period of service and the character of discharge. Veterans claiming veterans preference and those eligible for employment under veterans hiring authorities must submit a copy.
4. **SF-15** - Application for 10-Point Veteran Preference. If you are applying for 10-point veterans preference, you must submit this form and the required documentation specified on the reverse of the SF-15.
5. **SF-50B** - Notification of Personnel Action. Transfer/Reinstatement Eligibles must submit a copy of their latest/last SF-50B.
6. **ACTAP** - If you are currently a Department of Veterans Affairs employee who has received a Reduction-in-Force (RIF) separation notice or a Certificate of Expected Separation, you may be entitled to special priority selection under the Department of Veterans Affairs Agency Career Transition Assistance Program (ACTAP). To receive this priority consideration, you must:
 - a. Be a current Department of Veterans Affairs career or career-conditional (tenure group I or II) competitive service employee who has received a RIF separation notice or a Certificate of Expected Separation (CES), and the date of the RIF separation has not passed and you are still on the rolls of the Department of Veterans Affairs. You must submit a copy of the RIF separation notice or CES along with your application upon request.
 - b. Be applying for a position that is at or below the grade level of the position from which you are being separated. The position must not have greater promotion potential than the position from which you are being separated.
 - c. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package.
 - d. Be currently employed by the Department of Veterans Affairs in the same commuting area of the position for which you are requesting priority consideration.
 - e. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
 - f. Be rated well-qualified for the position. ACTAP candidates who attain a score of 90 for the rating criteria developed for the position (e.g., KSAOs, job elements, etc.) will be considered well-qualified.
7. **ICTAP** - If you are a displaced Federal employee, you may be entitled to receive special priority selection under the Interagency Career Transition Assistance Program (ICTAP). To receive this priority consideration, you must:
 - a. Be a displaced Federal employee. The following categories of candidates are considered displaced employees. You must submit a copy of the appropriate documentation such as RIF separation letter, letter from OPM or agency documenting your priority consideration status with your application package.
 - b. Be a current or former career or career-conditional (tenure group I or II) competitive service employee who:
 - 1) Received a RIF separation notice; or
 - 2) Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies that it is unable to place you; or
 - 3) Retired with a disability and whose disability annuity has been, or is being, terminated; or
 - 4) Upon receipt of a RIF separation notice, retired on the effective date of the RIF and submits a copy of your SF-50B which indicates "Retirement in Lieu of RIF"; or
 - 5) Retired under the Discontinued Service Retirement (DSR) option; or
 - 6) Was separated because you declined a transfer of function or directed reassignment to another commuting area.
 - c. Be a former Military Reserve or National Guard Technician who is receiving special Office of Personnel Management (OPM) disability retirement annuity under section 8337(h) or 8456 of the Title 5, United States Code.
 - d. Be applying for a position at or below the grade level of the position from which you have been separated.
 - e. Has a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement.)
 - f. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
 - g. File your application package by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
 - h. Be rated well-qualified for the position. To be rated well-qualified for the position, you must:
 - 1) meet the qualification standard and eligibility requirements for the position, including any medical qualifications and minimum educational and experience requirements;
 - 2) meet all selective factors, where applicable, and appropriate quality ranking factor levels, as well as knowledge, skills and abilities (KSAs) factor(s) for this position. Well-qualified candidates are those who attain 90 of the total points possible for the rating criteria developed for the position (e.g., KSAOs, job elements, etc.); and

- 3) be physically qualified, with reasonable accommodation, where appropriate, to perform the essential duties of the position.
8. College Transcript - If required for the position or substituting education for experience, you must submit a copy of your college transcripts.
 9. Schedule A applicants only - Letter from the State of California Department of Rehabilitation or from a qualified VA Counselor certifying eligibility for appointment to this position.
 10. Performance Appraisal - Current/Former Federal employees must submit a copy of their most recent performance appraisal.
 11. On a separate attachment(s), describe your work experience/education as it relates to each of the factors listed under BASIS OF RATING above.

To receive consideration, all application materials must be received in this office by the closing date. Any information not submitted with your original application will not be considered. Failure to submit the requested material and response to the rating factors may result in a lower rating in the evaluation process.

All application materials will become the property of the Human Resources Management Service and will not be returned, used for other positions, or duplicated once submitted.

In accordance with 18 U.S.C. 1719, use of postage-paid government agency envelopes to file job applications is a violation of Federal law and regulation. Applications mailed in postage-paid government envelopes, sent by Federal agency special courier services or submitted through Federal fax machines will not be considered.

APPLICATIONS SHOULD BE MAILED TO:

Human Resources Management Service (05A)
VA Palo Alto Health Care System
3801 Miranda Avenue
Palo Alto, CA 94304